Supporting the Readiness Mission in the New Millennium

TRICARE'S ROLE

Dr. H. James T. Sears
Executive Director
TRICARE Management Activity

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"Eternal peace ends with the next war."

Russian Proverb

Imperatives

The TMA Vision

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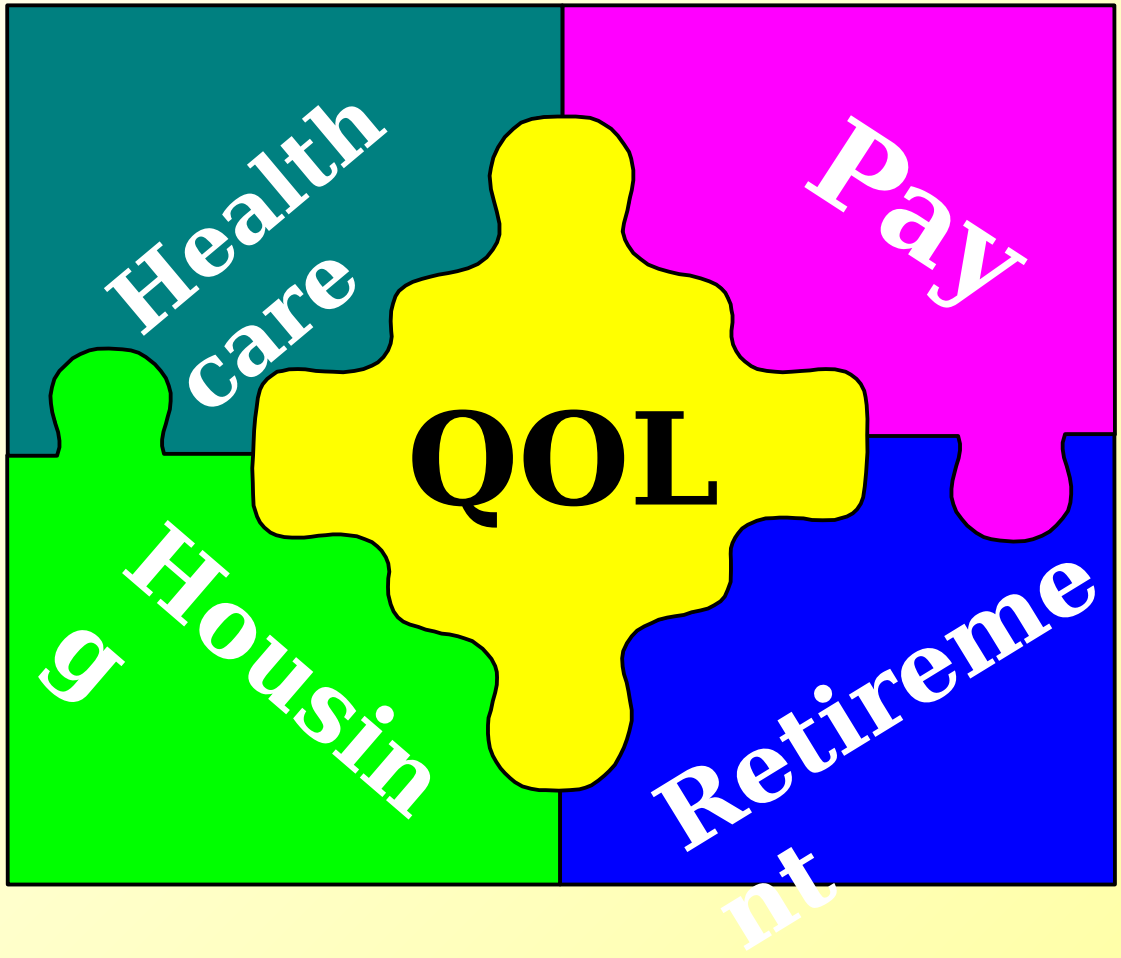
- TRICARE Works in Support of Readiness
- Be the World's Leading Integrated Health System
- Surpass Members Expectations - Be Their Preferred Health Plan
- Move Smartly to Population Health - Highest Quality Care
- Optimize MTF Capacity and Recapture Care
- Work as Tri-Service Team with Contractors
- Move Smartly to Best Business Practices - Be Competitive

TRICARE: An important part of Military Quality of Life



PRIME ENROLLMENT: The First Step to Access

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Issue

- **"If TRICARE Prime's my program, why do I need to re-enroll?"**

Action Plan

- Continuous Enrollment ***Implemented*** (June 99)
  - One duty station = one enrollment
  - Automatic enrollment: E1-E4 families (Aug 00)
- Centralized, automated portability wi[G] implementation of DEERS 3.0 (Aug 00)
- TRICARE National Enrollment Card (A[G] 00)
- Web-based solutions

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MTF ACCESS

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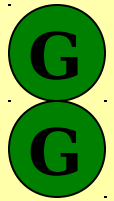
Issue

Action Plan

- **"MTF care is great, once I can get in."**
- Improve Telephone systems
  - Conduct Phone Fix Summit ***Completed*** (Oct 99)
  - Implement uniform MTF and Contractor performance standards (Fall 00)
- Improve Appointments
  - Develop Standard Model ***Completed*** (Dec 99)
  - Develop System changes
  - Begin Implementation Oct 00
- Make Service Centers Accessible, on base/MTF
  - Sign HA Policy and Execute ***Execution began Oct 99***
  - Require in all new contracts



REMOTE AREA ACCESS

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Issue

- **"I'm 2 hours away from the nearest MTF, how do I get health care for myself and my family?"**

- Prime Remote for AD
  Implemented (Oct 99) Y
- Prime Remote for Families Y
  - Briefed to DMOC; $30M annual bill
- Alaska: Reimbursement Rates too low
  - Increase rate 35% (Feb 00)
  - Pay Market Rate in most severe areas (Oct 00)

CLAIMS PROCESSING

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Issue

- **"My Doctor still hasn't been paid and I received the bill!"**

Action Plan

- Benchmark to Medicare & Industry ***Done*** (Sep 99)
  - 95% in 30 Days; 100% in 60 Days
- Standardized AD claims payment ***Done*** (Oct 99)
- Review claims process-expert consultant ***Done*** (Oct 99)
- Simplify Claims (Ongoing through Fall 00)
- Pursue electronic and web-based solutions

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PRIMARY CARE PROVIDERS

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Issue

- **Who is my "Doctor?"**

Action Plan

- PCM by Name/ Team
  - Sign Policy ***Done*** (Dec 99)
  - Assign all enrollees (Sep 00)

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PATIENT CARE COORDINATION

TRICARE Management Activity

Issue

- **"My child has complex medical needs and nobody can help me navigate through the system(s)"**

Action Plan

- Publish Individual Case Management Program ***Done***
  - Updating based on new legislative direction
- Establish DOD-wide tracking database (Sum 00)
  - Coordinating with Exceptional Family Member Program

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OVER 65 RETIREES

TRICARE Management Activity

Issue

- **"I'm over 65 - the military promised me free health care for life"**

Action Plan

- ***Ongoing:***
  - ***Space-A Care***
  - ***BRAC Pharmacy Benefit***
  - ***Uniformed Services Family Health Plan***
  - ***TRICARE Senior Demo (98-00)***
- Underway/Beginning:
  - FEHBP Demo -- Jan 00-Dec 02
  - Pharmacy Redesign Pilot Plan -- Spring 00
  - TRICARE Sr. Supplement Demo -- Apr 00-Dec 02

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1.3M Over 65 Retirees; more than half are accessing th MHS

TRICARE = QUALITY CARE

TRICARE Management Activity

Issue

- **"How do we stack up to Civilian care?"**

Action Plan

- What we do to Ensure Quality:
  - National Quality Management Program
    - Credentials, privileges, risk management, JCAHO accreditation, external review of care, utilization management, HEDIS®
  - Patient Surveys -- monthly/annually
  - Compliant with Patient Bill of Rights
  - Federal Advisory Committee - DoD Quality Initiatives
  - Quality Interagency Coordinating Task Force (QUIC)

Challenges

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- Funding
- Senior Line Support
- System Integration
- Military Treatment Facility (MTF) Performance
- TRICARE Simplification

Getting There

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- **Military Health System (MHS) Optimization**
- **Population Health**
- **IMIT Enablers**
- **Managed Care Support Contractor (MCSC) 3.0**

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"Readiness is the Mission.
TRICARE is the Strategy."

Lt Gen Roadman
USAF/SG

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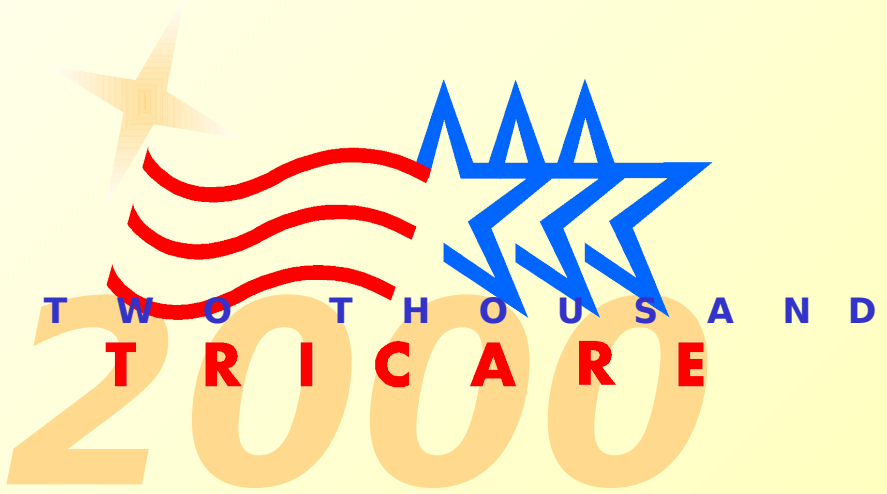

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